Arkansas Department of Human Services

Child Care Billing System Manual

Internet

Login

To log in to the Child Care Billing System, open the browser on your computer and navigate to the URL (Universal Resource Locator) for the Child Care Internet billing system. The address is https://dhhs.arkansas.gov/wa_ccbi/login.aspx.
It is a good idea to save this URL in your Favorites by clicking "Favorites" from the browser's menu options at the top of the browser and clicking "Add to Favorites".

The Child Care Billing web site is optimized for Internet Explorer 6.0 or later. It is recommended that you use this browser when performing billing. If you use another browser you may experience unexpected results. Internet Explorer is a free download from Microsoft.

The Child Care billing web site is a secure site therefore you will be required to use a password to log in. The use of a user name (facility number) and password allows the Data being sent from your computer to the State to be encrypted and secures the information.

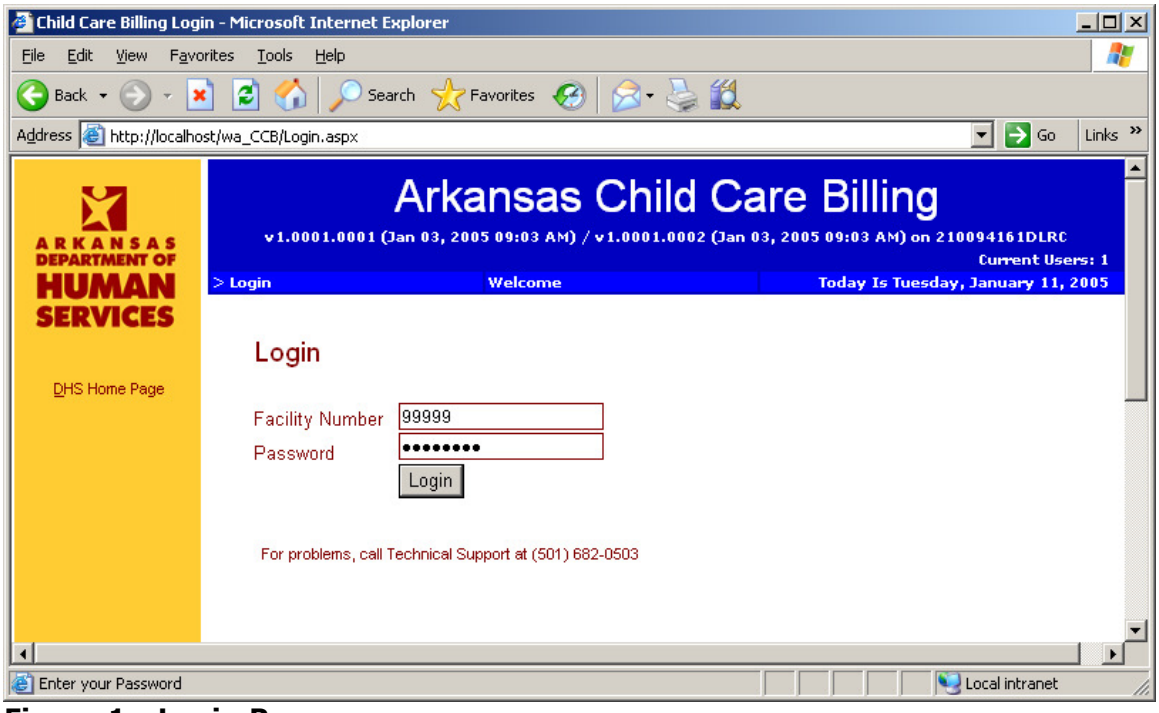


Figure 1 - Login Page

Enter the facility number and the assigned password then choose LOGIN.

NOTE: facilities with only four (4) numbers will need to precede the facility number with a zero (0)

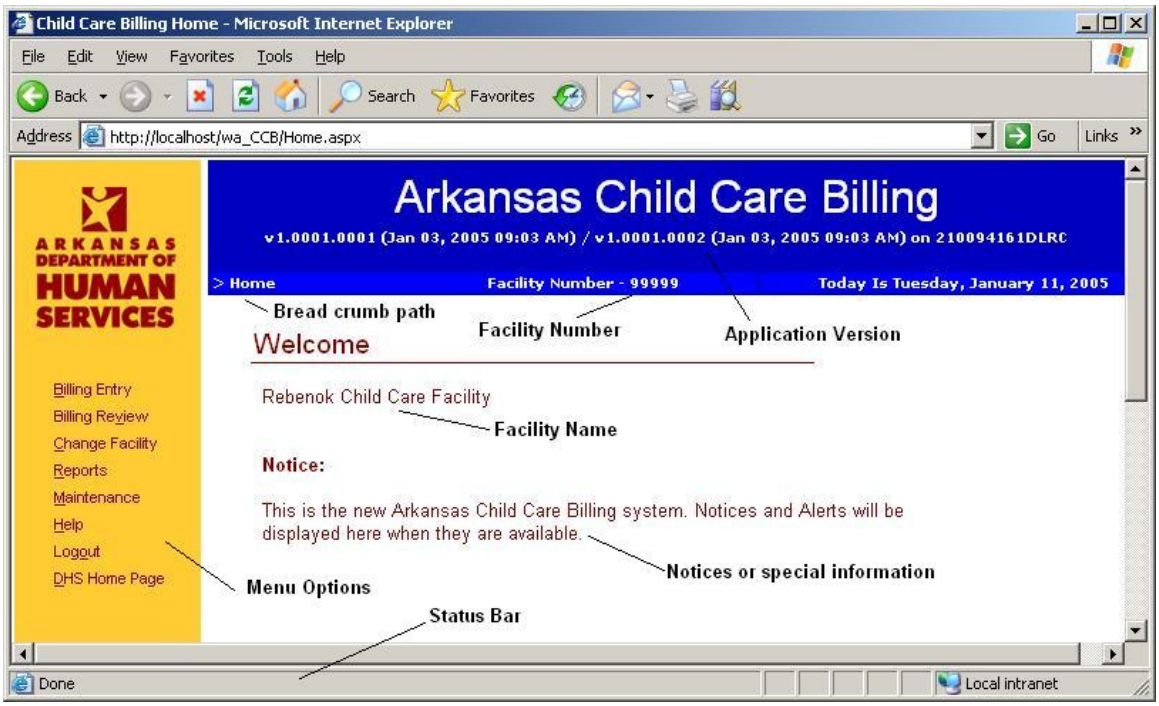


Figure 2 - Home Page

After you log in to the application, the first page will be the Home page. (*See Figure 2 – Home Page*) There is an exception to this in that if the password has expired, you will be shown a Change Password page and will be required to create a new password before continuing. The screen shot below details the various parts of the Home page.

Each web page in the Child Care Billing application has border across the top and left sides. The menu options in the area on the left side are hyperlinks that you will use to navigate to the web pages where you can enter billing, review billing, change to a related facility (if applicable), view reports and edit your contact information. There are also help pages that you can use to discover how to perform these tasks.

Across the top is displayed the application name and version number. Below these are the current location within the application or "Bread crumb path", the current facility number and the current date.

The interior of each page is the work area. This is where the different billing tasks will be performed. In the interior of the home page there is a welcome message with the facility name listed. Below this is where notices, alerts or general information will be displayed if needed.

At the bottom of your browser you will see the status bar. Information about your current place within the page is displayed here. This information may include the name or text of a label or text entry box or other descriptive information.

Billing Entry

The Billing Entry page will load all authorizations for the current facility that have service days that may be billed. You begin by selecting an Authorization by either child name or authorization number from the drop down boxes at the top of the work area. (*See Figure 3 – Billing Entry*)

Once an authorization is selected, the following information is displayed about the authorization:

1. Number of Billed Days
2. Number of Days in Process
3. Authorization Period, start and end date
4. Billed Dollar Amount
5. Dollar Amount in Process.

Each service day that is available to be billed is listed in the displayed grid. Days that have been de-obligated are shown but may not be billed. Days that are in the future or otherwise not available for billing are not listed.

Service days that have been billed but have not been sent for billing by DHS are also listed. These will be marked as billed with a status if "In Process" and the Billing Type will be shown.

To select a day for billing, click the check box for the service day and select a Billing Type for the day. Also, if a service day was billed but should not have, you can uncheck it to remove it from processing. If a day has been already processed, it will not be listed on this page and cannot be un-processed.

Once you have selected the service days that you would like to bill or un-bill, click the "Process" button.

Once all the service days have been selected that you would like to bill, click the "Process" button. This will send your billing to be processed for payment.

Another authorization may now be selected for billing using the same method.

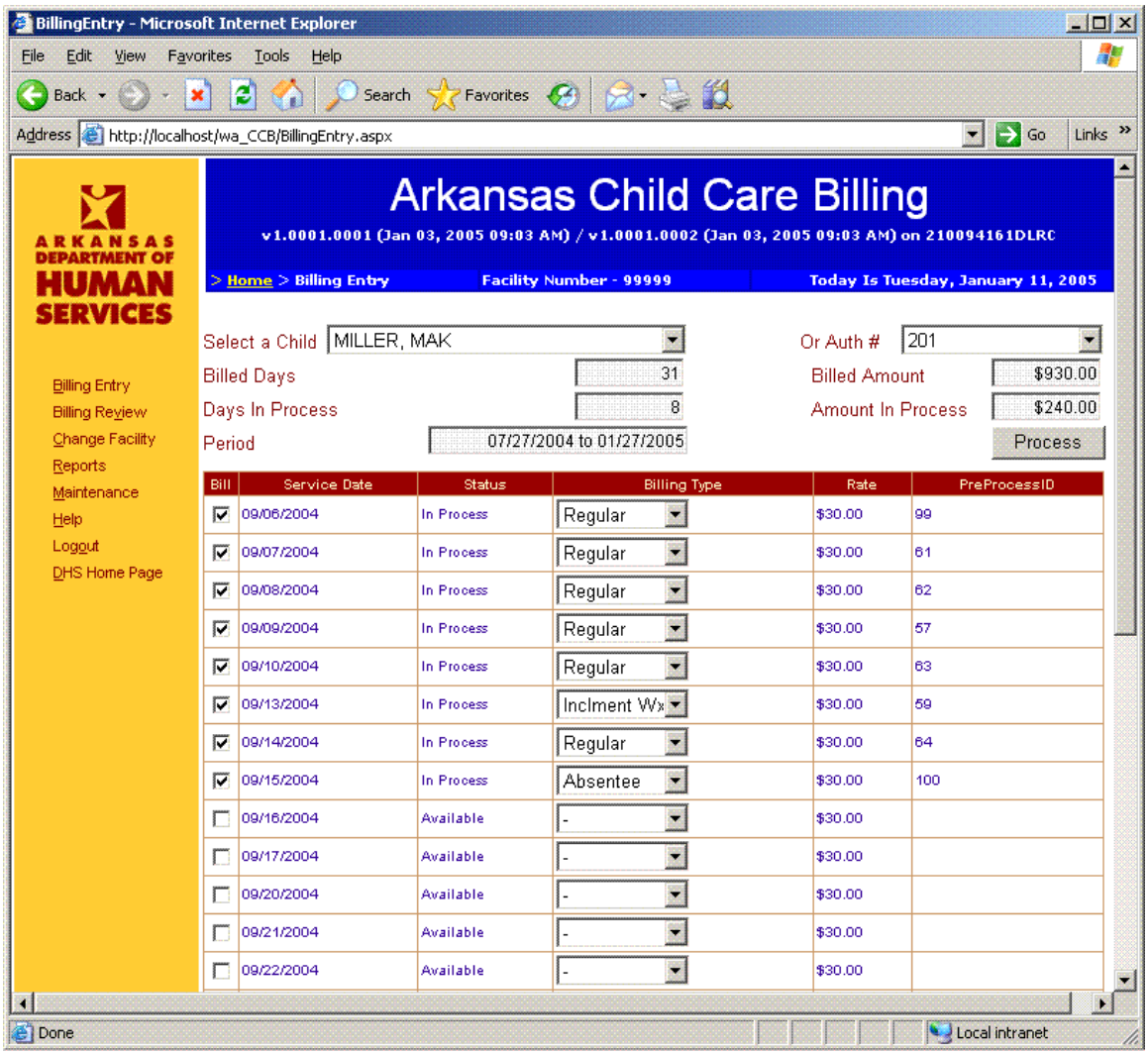


Figure 3 - Billing Entry

Billing Review

With the Billing Review page you can select an Authorization number to view all service days and their status. You can also select the 'All in Process' box in the upper right hand part of the work area to view all billing information that is currently in processed but not sent for payment. This information can be changed by using the Billing Entry page.

Once an authorization is selected, the following information is displayed:

1. Number of Billed Days
2. Number of Days in Process
3. Authorization Period, start and end date
4. Billed Dollar Amount
5. Dollar Amount in Process.

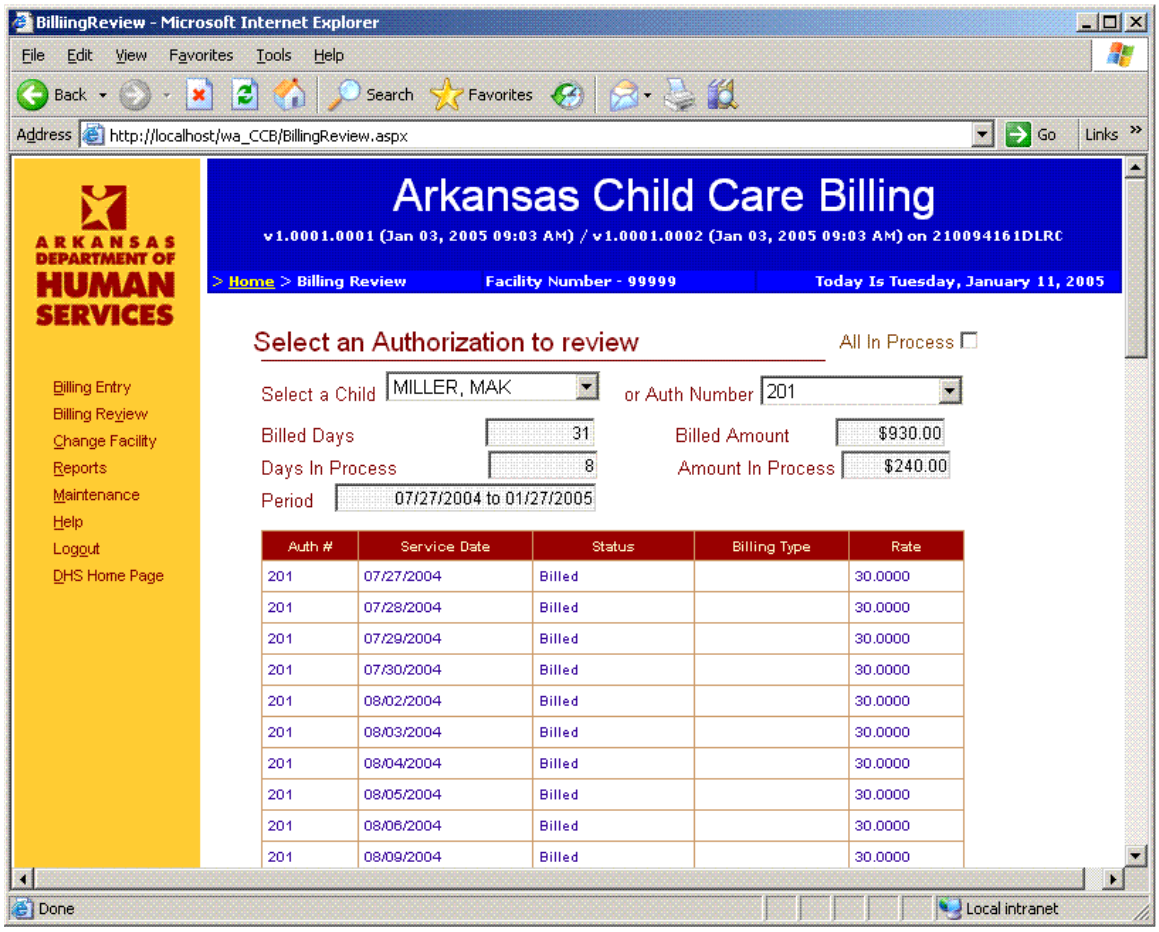


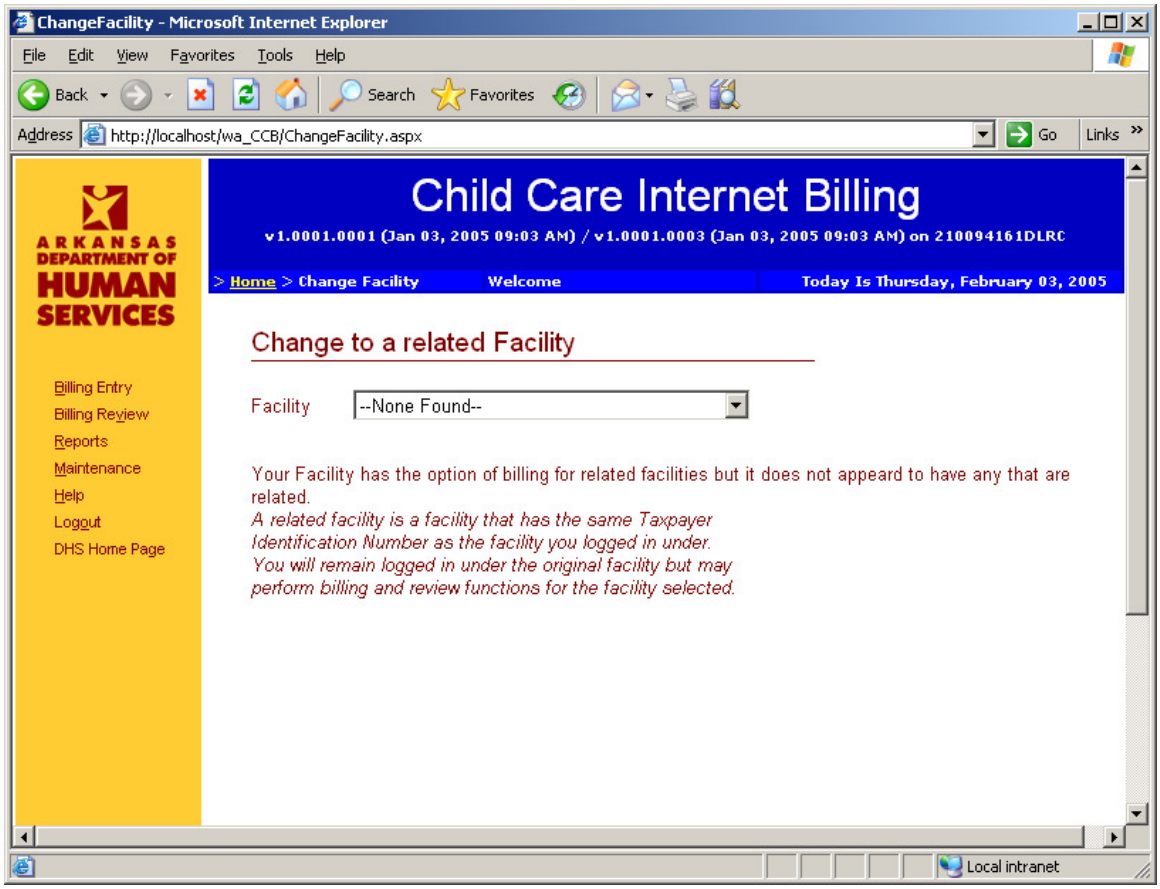
Figure 4 - Billing Review

Changing Facilities

If your facility is related to one or more other facilities you may be able to perform billing tasks for the other facilities. This must be granted by the DHS Technical Support person.

"Related facilities" are facilities that have the same Taxpayer Identification Number (TIN).

To change to a related facility, click the Change Facility menu option on the left side of the screen.

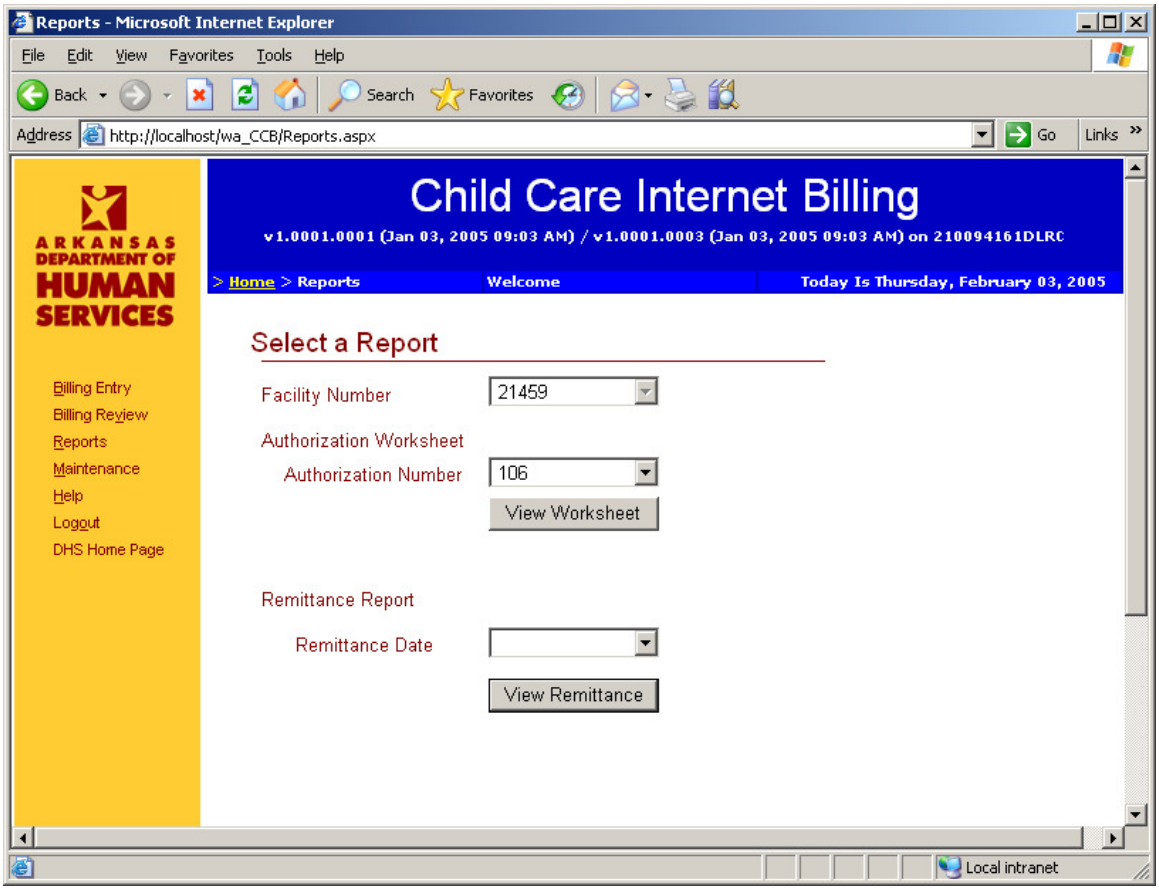


Reports

There are two reports available on the Internet billing site.

1. Authorization Worksheet
2. Remittance Report

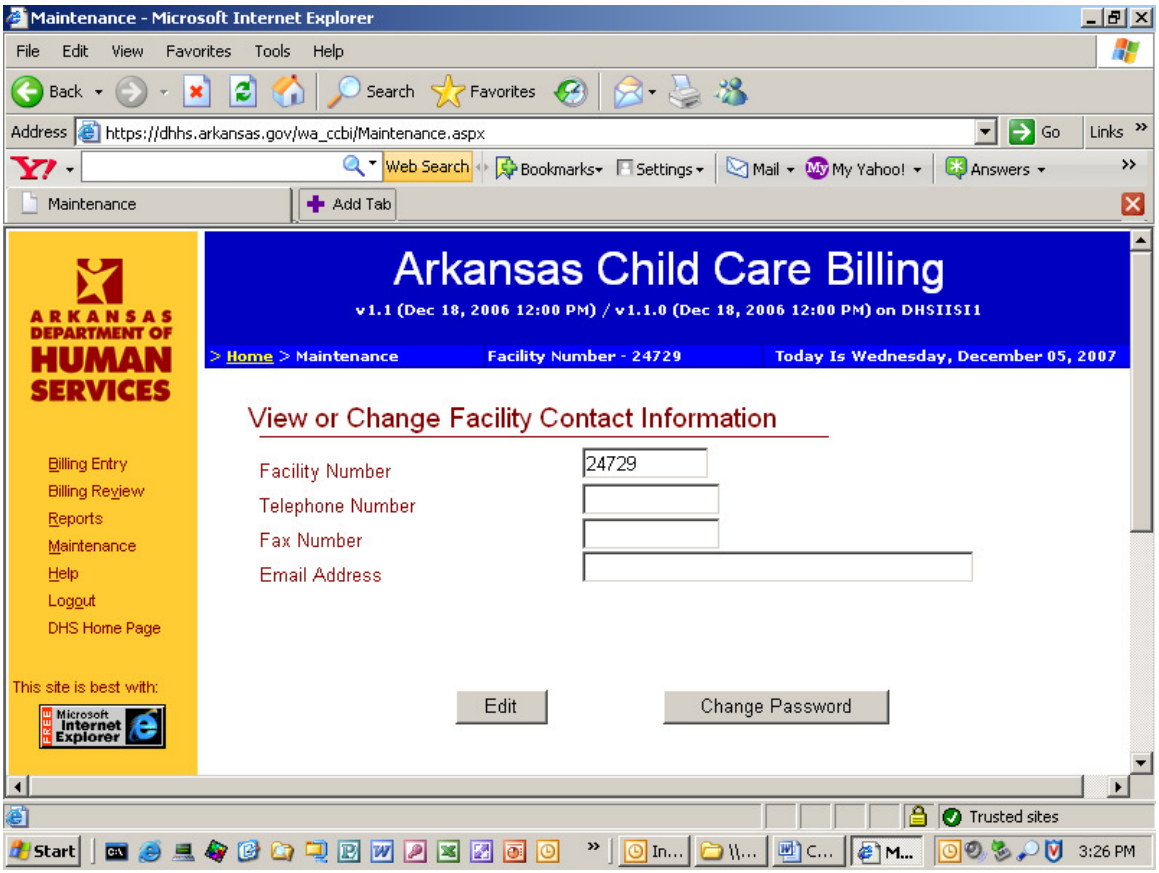
Access these reports by clicking the Reports menu option on the left side of the screen.



Maintenance

Certain information related to a facility may be changed here. This information only relates to billing. This means that a telephone number changed here will not affect any information related to the phone number for facilities licensing

You may also click the 'Change Password' button to be taken to a page where you can change your password for the child care billing application. The information items that may be changed are Telephone Number, Fax Number and Email Address.



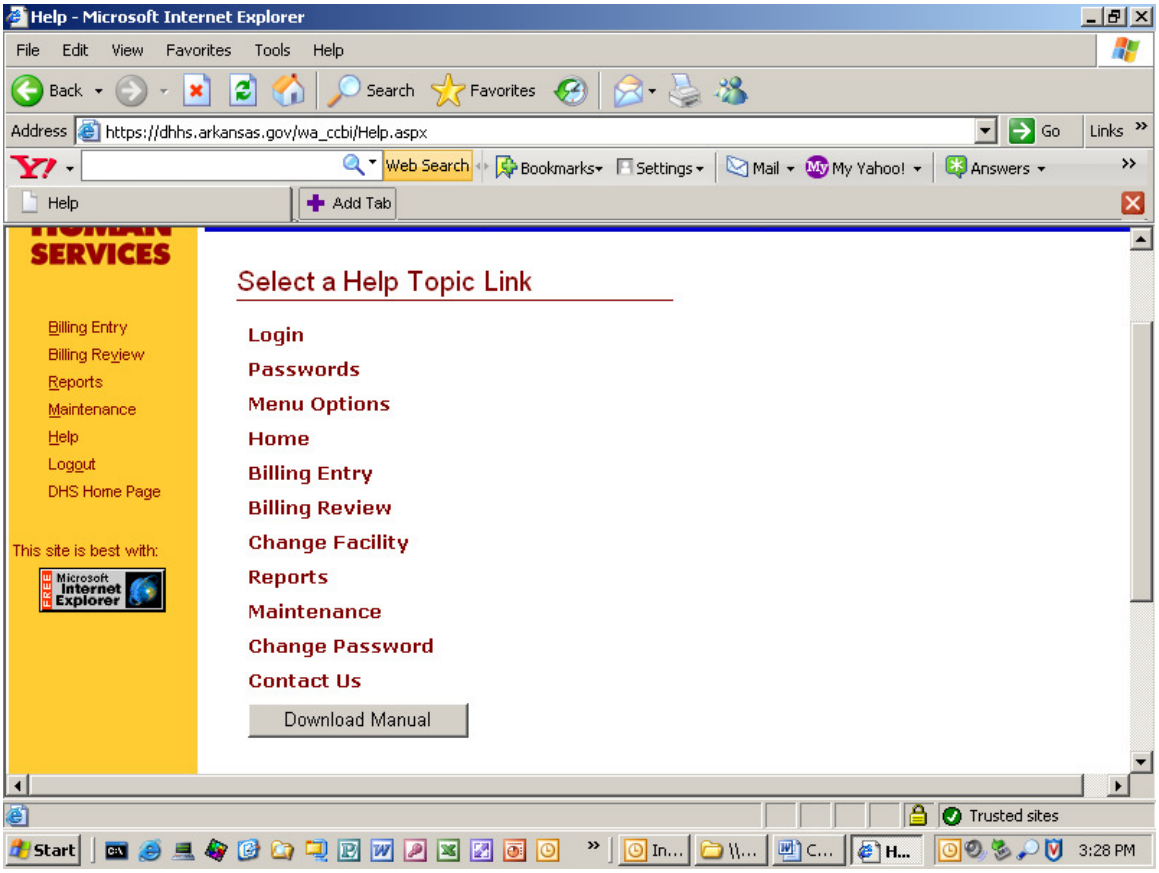
You may change your password using this page. This page is accessed by first going through the Maintenance page and clicking the 'Change Password' button.

To change your password, you must first enter your old password and then enter your new password twice. The two entries for the new password must be the same and the password must meet the DHS minimum password standards. Click 'Submit' to effect the password change.

For more information about the requirements for passwords, see the 'Password' link under the 'Help' menu option.

Help Menu

Additional HELP is available on this page, with detailed instructions on each function.



Questions or Feedback?

The following contacts will be happy to answer any questions you may have.

Contact	Email Address	Telephone
Delois Calhoun	delois.calhoun@arkansas.gov	(501) 683-0032
Patricia Johnson	patricia m.johnson@arkansas.gov	(501) 682-0490
Rhonda Harris	rhonda.harris.ost@arkansas.gov	(501) 682-6354
Ivory Daniels	ivory.daniels@arkansas.gov	(501) 682-8763

Telephone

Login

Little Rock area: 501- 683-3499
Long Distance: 866- 225-0872

When you dial this number, you will be greeted with the response "Welcome to the Arkansas Child Care Billing System". When you hear this message, you will be prompted to enter your 5 digit Facility Number and your 4 digit PIN. If your facility number has 4 digits, such as "1122", enter the number as "01122". The first time you access the new system your PIN will be the same as it is in the old system and you will be prompted to change it. You will need to create a new PIN before continuing. This change will not affect your PIN in the old system.

After gaining access the Telephone billing system, you will be presented with a list of options to choose from. The exception to this is that when your PIN has expired, you must enter a new one prior to continuing.

The options are:

1 Billing Entry
2 Billing Review
3 Change to a related facility (if applicable)
4 Reports (by fax)
5 Maintenance (your contact information and PIN)
6 Help

Billing Entry

By selecting "1" when prompted at the main menu, you will enter the Billing Entry area. The steps to enter a billing item are:

1. Enter an Authorization Number followed by the pound sign "#". If the number is not valid you will be asked to re-enter. You may also press "9" to return to the main menu.
2. Enter a Beginning Service Date. If the Service Date is not valid you will be asked to re-enter it.
3. Enter an Ending Service Date. If the Service Date is not valid you will be asked to re-enter it.
4. Upon entering a valid Authorization Number, Beginning Service Date and Ending Service date you will be asked to select a Billing Type. Billing Types are:
    a. 1 – Regular Billing
    b. 2 – Inclement Weather
    c. 3 – Absentee Day
5. If the Billing Type is "Absentee", and there are more than seven absentee days in the month the entry will not be allowed and the system will inform you of this.

6. If the entry is valid, the system will tell you the amount of the total billing and will ask you to press "1" to accept or "2" to reject.

7. If you press "1", the entry will be sent for processing and you will be asked if you want to do one of the following:
    a. 1 - continue with the current authorization
    b. 2 - continue with a new authorization
    c. 9 - return to the main menu

Billing Review

By selecting "2" when prompted at the main menu, you will enter the Billing Review area. In the Billing Review area, you may choose among the following options:

1 - Total Billing Amount of the current session
2 – Billing Amount in Process by AASIS
3 – Warrant date and amount of the last warrant issued
4 – The number of De-Obligated days for a given Authorization
5 – Billing Line Review
9 – Main Menu

Press a option number above to enter the desired area of Billing Review. Each of these options is explained below.

1 - Total Billing Amount of the current session
The system responds with the total amount billed for the current day for your facility.

2 – Billing Amount in Process by AASIS
The system responds with the current amount that is "In Process" for your facility.

3 – Warrant date and amount of the last warrant issued
The system responds with the Warrant Date, Warrant Amount and the status of the last warrant.

4 – The number of De-Obligated days for a given Authorization
The system prompts you to enter a valid authorization number followed by the pound sign "#". If the authorization is valid, the system will respond with the number of de-obligated days for the authorization.

5 – Billing Line Review
The system prompts you to enter a valid authorization number followed by the pound sign "#". If the authorization is valid, the system will ask you to enter a valid service date. If the service date entered is valid, the system will respond with the Authorization Number, Service Date, Billing Type, Billed Amount and the Process Status. You may then do one of the following:

7 – Enter a new Service Date
8 – Delete the Service Date
9 – Return to the Billing Review Menu

9 – Main Menu
Returns you to the main menu.

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